

Freedom of Information request 451-23

Request

Please tell me how long, on average, it takes for letters to be transcribed and sent to patients, wherever this is required.

Clarification

Would it be possible to narrow down your request please?

For example:

- Is there a particular service you are interested in? e.g. Ophthalmology, Mental Health, etc..
- What kind of letter are you referring to?
- Are you interested in Primary Care or Secondary Care etc.?

I was looking for a letter which a consultant of any speciality might dictate for a secretary to type up before sending the patient. In particular, I am keen to know if there is any gap between dictation and typing.

Response

NHS Borders do not hold this data therefore under Section 17 of the FOI(S)A 2002 we cannot provide. Under Section 15 Duty to provide advice and assistance NHS Borders work to a 10 day turnaround timescale using an electronic voice recognition system. If the letter is marked as urgent it is processed within 48 hours.

Currently there is a backlog of documents being processed due to the impact of sickness absence and vacancies within the team which consequently can lead to delays in some specialties.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **451-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.

